



Research Manager 2 and 3 (General)

7500 – 5737 – 4PB3601 – Research Manager 2 (General)

7500 – 5740 – 4PB3602 – Research Manager 3 (General)

Department(s): Department of Child Support Services
Department of Health Care Services
Department of Industrial Relations
Department of Public Health
Employment Development Department
First 5 California
State Compensation Insurance Fund

Opening Date: 12/12/2014

Final Filing Date: Continuous

Type of Examination: Multi-departmental Open

Salary: Monthly ranged: \$5,688.00 - \$7,068.00 (Research Manager 2)

Monthly ranged: \$6,915.00 - \$7,852.00 (Research Manager 3)

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Training and Experience Evaluation at any time.

Once you have taken the Training and Experience Evaluation, you may not retake it for twelve (12) months.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact:

California Department of Human Resources
Examination and Selection Services Section
1-866-844-8671
California Relay Service (7-1-1)
Telecommunications Device for the Deaf (TTY) (916) 654-6336

TTY is a telecommunications device that is reachable only from phones equipped with a TTY device.

ELIGIBLE LIST INFORMATION

An open, merged eligible list will be established by the California Department of Human Resources for use by other State departments. The names of successful competitors will be merged onto the eligible list in order of final score regardless of test date. Eligibility expires twelve (12) months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

Research Manager 2 (General)

Experience and education which provides ability to perform successfully as a Research Manager at the level for which application is made. **and**

Either 1

One year in the California state service performing pertinent research-related duties in a class with a level of responsibility equivalent to that of Research Manager 1.

Or 2

Experience: Four years of pertinent professional research experience above the trainee level which must have included responsibility for the determination of research design and methodology of a complete research project. (A Doctorate Degree in Economics, Psychology, Sociology, Geography, or a related research-oriented field may be substituted for two years of the required experience or a master's degree may be substituted in a similar field to that described for the doctoral degree, for one year of the required experience.) (Research experience in the California state service applied toward this pattern must include at least one year of experience in a class with a level of responsibility equivalent to Research Manager 1 to two years equivalent to Research Analyst 2.) **and**

Education: Graduation from college with any major but with extensive course work in economics, psychology, sociology, geography, or a related research-oriented field. This must include or be supplemented by at least six semester hours in statistical methods.

Research Manager 3 (General)

Experience and education which provides ability to perform successfully as a Research Manager at the level for which application is made. (Those applications showing qualifications below the minimum listed below may be eliminated without further examination.) **and**

Either 1

One year in the California state service performing pertinent research-related duties in a class with a level of responsibility equivalent to that of Research Manager 2.

Or 2

Experience: Five years of pertinent professional research experience above the trainee level which must have included responsibility for the determination of research design and method for a complete research project. (A Doctorate Degree in Economics, Psychology, Sociology, Geography, or a related research-oriented field may be substituted for two years of the required experience or a master's degree in a similar field to that described for the doctoral degree, may be substituted for one year of the required experience.) (Research experience in the California state service applied toward this pattern must include at least one year of experience in a class with a level of responsibility equivalent to Research Manager 2.) **and**

Education: Graduation from college with any major but with extensive course work in economics, psychology, sociology, geography, or a related research-oriented field. This must include or be supplemented by at least six semester hours in statistical methods.

POSITION DESCRIPTION

Research Managers are responsible for leadership of a distinct research or statistical segment of a department. They plan operations, develop staffing requirements, organize and direct the work of a group of employees, and evaluate their work. They hire and separate employees. Research Managers propose and manage budgets for their operations. They set goals, manage resources to meet these goals, and report the results to their management. They direct their operations within the context of the total department and coordinate their work, and cooperate with the other parts of the department and with other organizations involved to meet overall departmental goals.

The term "research" as applied to this class series, is defined as systematic, critical, intensive investigation directed toward either a more comprehensive knowledge of the subject or for use in the resolution of program-related issues. This does not include library research solely to gather information; preparing and designing plans, projects, and specifications for transportation or construction projects; or scientific research work in laboratories.

Research Manager 2 (Various Classes)

This is the first full supervisory level over analytical research and administrative work. In most settings, managers at this level are in charge of a well-established and fully developed research function in a

moderate to large department or an equivalent segment in a larger department. Managers II spend much of their time in supervision and management activities rather than personally performing work which can be done by a journeyperson or research program specialist.

Research Manager 3 (Various Classes)

This is the second full supervisory level responsible for a large and varied research function in one of the larger departments. Supervision is typically given through Managers I and II or equivalent subordinate supervisory levels.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE EVALUATION – Weighted 100%

The examination will consist solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Click here to preview the Training and Experience Evaluation.](#)

KNOWLEDGE AND ABILITIES

Research Manager 2 and 3 (General)

Knowledge of:

- Research design methods to conduct research projects and evaluation studies.
- Data collection methods (e.g., survey, interviews) to ensure the proper use and validation of the research results.
- Appropriate sampling techniques required to produce statistically reliable and valid research results.
- Practices required to ensure and maintain data security, including securely transmitting confidential data.
- Standard practice and state and federal government requirements pertaining to the ethical standards for research involving human subjects (e.g., Institutional Research Boards, Health Information Portability and Accountability Act, Family Educational Rights and Privacy Act).
- Supervisory principles, practices, and techniques to oversee the work activities of employees to ensure the unit/branch operates effectively and complies with all applicable laws.
- The principles of workflow to plan a variety of programs, and project activities, timelines, and milestones effectively.
- Leadership principles and methods to motivate and maintain the productivity of work unit staff members in accomplishing program objectives.
- Collective bargaining agreements to ensure compliance with employee operations.
- A supervisor's responsibilities with regards to performance management.
- Training techniques (e.g. on the job, classroom, coaching) to educate staff on topics relating to job tasks to improve performance and productivity.
- Project management principles to manage the progress of programs and project activities to ensure that project timelines and schedules are appropriately established, modified, and adhered to.
- Presentation software to create presentations.

- State budgeting processes to meet mandatory and regulatory requirements.

Ability to:

- Conduct program or project evaluation studies including the systematic analysis of program requirements, goals, and outcomes to ensure program effectiveness.
- Identify required data, information, materials, and resources needed to complete/perform a project.
- Research information through a variety of methods (i.e., internet, reading materials, verbal or written communication) to acquire necessary information for completing projects.
- Function as a technical lead for complex projects to ensure timely completion.
- Delegate work to project team members to ensure work projects are completed on time and within budget.
- Analyze statistical data to reach sound conclusions and/or make recommendations.
- Analyze and evaluate data (e.g. numerical, graphical, charted, tabulated) accurately with minimal errors to apply information, formulate conclusions and appropriate courses of action.
- Objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action.
- Use sound research methods and principles to reach conclusions and/or make recommendations.
- Analyze and evaluate the impact of programs, procedures, business processes, and/or policies.
- Manage workload and assignments of others in order to meet work unit and project objectives and deadlines.
- Review the work of subordinate staff and provide constructive feedback from the perspective of a supervisor.
- Mentor staff to develop skills, improve staff performance, and promote career development.
- Communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
- Write reports, policies, and procedures using proper grammar, punctuation, and sentence structure.
- Orally present research findings and/or other technical materials at the appropriate level of complexity for audiences of varying levels of understanding.
- Function as a departmental liaison for an assigned program or project to provide program specific information, answer questions, and address raised issues/problems.

Research Manager 3 (General)

Knowledge of:

- Performance management systems such as probation reports, Individual Development Plans (IDP) and feedback systems to develop staff and improve productivity.
- A supervisor's role in the Equal Employment Opportunity Program and the processes available to achieve program objectives.
- Strategic planning principles and concepts in order to lead or participate in unit/branch strategic planning sessions.

Ability to:

- Establish priorities and manage the staff and resources necessary to maximize the productivity and/or effectiveness of the unit/branch.
- Perform oversight on projects ensuring that end products or services are delivered on schedule, within the established budget, and in compliance with applicable laws.

- Plan and organize various projects including the establishment of project timelines, and requirements for successful project completion to implement projects.
- Identify information, materials, and resources needed to complete projects and assignments.

VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources
1515 "S" Street, North Building, Suite 400
Sacramento, CA 95811-7258

Phone: 1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and

evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the [classification specification](#).

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

Bulletin Revision Date:

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

TAKING THE EXAM

When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

[Click here to go to the Training and Experience Evaluation.](#)